

Patient Information

API/USE OF 3rd PARTY APPLICATIONS

Frequently Asked Questions

What does API stand for or mean?

API stands for “Application Programming Interface.” In the simplest terms, it is a method of communication among various applications. This technology enables you to connect a website or smartphone app to freely access their medical information.

How do I get connected?

You must complete and return an “authorization to use and disclose protected health information” form to the Medical Records department at MelroseWakefield Hospital or Lawrence Memorial Hospital of Medford so we can release your records.

You can download the form at melrosewakefield.org/medicalrecords or fill out the form at the time of your request. Please check the box that says “access to information via 3rd party app” and provide a Google email address (which is required for the setup).

What 3rd party app should I use?

Currently, we are only connected with the 1upHealth application, which can be accessed on their website which can be accessed by typing **1up.health in your web browser** (no “www” or “.com” needed).

After you return your medical release form, you will need to create a 1upHealth account. You must use the same Google email address that was provided to our Medical Records department for this connection to work.

Can I use other 3rd party apps?

We are working on connecting additional app. You are welcome to suggest other apps and which we will review and work to setup a connection; please contact the Medical Records department with your suggestion.

Why are my medical documents not available on the app?

Due to system limitations, medical documentation is currently not available in all apps. We are working to improve this.

What do I do if my medical information is wrong?

If you need to report any errors, please contact our medical records/API helpline at 781-338-7200 and select option #3. It’s important to note that the information in your app is private and will not alter your medical record, please update your doctor about any changes in your health.

How is this different from the patient portals?

We have two patient portals, one for physician offices and one for hospital-based care, which will only provide your health information from MelroseWakefield Healthcare or Tufts Medical Center Community Care. Using a 3rd party app allows you to connect and access your health information from multiple hospitals and providers in one place. For more information about our patient portals, please visit melrosewakefield.org/patientportals.

Additional questions

If you have questions about your medical records or how to connect them to the 3rd party app, please call our API helpline at 781-338-7200 and select option #3.

Any issues with or questions about the app should be directed to the app developer. We are not able to assist you with the app.